

We claim:

1. A telecommunications system adapted to perform as a call receiving center for an inbound telemarketing campaign comprising:

5 a hub having one or more call receiving units for initially receiving and processing incoming telephone calls and a first switch adapted to transfer each such call for routing to a remote location corresponding to the number dialed for said call;

10 a remote site having a second switch adapted to receive the call transferred from the first switch, and a telephone receiver for receiving the transferred call from the second switch; and

a connectivity member connecting the hub to the remote site.

2. The telecommunications system of claim 1, wherein the connectivity member comprises a telecommunications network.

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3. The telecommunications system of claim 2, wherein the telecommunications network supports asynchronous transfer mode (ATM) communication.

5 5. The telecommunications system of claim 1, wherein the hub is a call center front end having voice response functionality.

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8. The telecommunications system of claim 1, wherein the first switch supports frame relay switching.

9. The telecommunications system of claim 1, wherein the remote site is provided in a physical location different from the hub location.

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11. The telecommunications system of claim 9, wherein the hub and the remote site are separated by a distance of one mile or more.

5 12. The telecommunications system of claim 9, wherein the hub and remote site are both located in the United States, and wherein the hub is located in a different state of the United States than that of the remote site.

10 13. The telecommunications system of claim 1, wherein the remote site is a call center back end having at least one live operator.

14. The telecommunications system of claim 13, wherein the second switch supports asynchronous transfer mode (ATM) switching.

15 15. The telecommunications system of claim 13, wherein the second switch supports frame relay switching.

16. The telecommunications system of claim 13, wherein the call center back end further comprises an automatic call distributor (ACD).

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17. The telecommunications system of claim 1, wherein the hub includes a first server having computer telephone integration (CTI) capability.

18. The telecommunications system of claim 17, wherein the remote
5 site includes a second server in communicative contact with the first server.

19. The telecommunications system of claim 18, wherein the first server and second server are connected by a telecommunications network.

20. The telecommunications system of claim 19, wherein the
10 telecommunications network is the connectivity member.

21. The telecommunications system of claim 1, further comprising a backup network providing telecommunications connectivity between the hub and
15 the remote site.

22. The telecommunications system of claim 21, wherein the backup network is a software defined network (SDN) provided by a telephone services carrier.

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providing a hub for receiving the incoming calls from a telephone services carrier,

connecting the hub to the remote site with a network connection,

and

transferring calls from the telephone services carrier to the remote